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2007 CONSUMER SATISFACTION SURVEY RESULTS

The following summary is based on RSI's 2007 survey results. The feedback provided below is reflective of our services in RSI's 27 adult foster care homes and the In-home program. The regions include Duluth, Northern St. Louis County, Lake County and the counties in Region 7E (Chisago, Isanti, Kanabec, Mille Lacs and Pine). The data below includes responses from both clients and their team members.

“SERVICES” SURVEY RESULTS:

Surveys were sent to 416 clients and their team members. Of the 416, 161 were filled out and returned for a response rate of 39%. This is a decrease in response rate from the previous year which was 44%. Survey questions are focused on the following: responsiveness of staff to ideas and concerns expressed; courteous and respectful treatment; communication of information; and overall satisfaction with program services.

Strengths:

Overall, respondents felt that RSI demonstrated improvement in all survey areas relative to the previous year with the exception of how respondents felt about the 'overall rating of RSI as their service provider' and whether or not we 'have provided the services and supports we promised'. It is hard to say whether this is really reflective of how respondents felt as there was a large portion that did not answer these two questions, 13.77% and 12.57% respectively. When we investigated the layout of the questionnaire we realized that these two questions were difficult to see on the survey. For this reason and because we felt we needed to update our survey questions, we redesigned the survey and the questions for the 2008 survey.

The following areas were rated highest in this survey, with a combined percentage using the highest tier of responses (“Excellent and Good, Always and Usually, Very much and Somewhat”):

Respondents felt most strongly that the Support Plan Coordinator (the person who helped develop the Support Plan) was respectful, courteous, and polite; 96.4% (83.83% Always+ 12.57% Usually) and also indicated that their experience with other RSI staff members and management were respectful, courteous, and polite; 95.81% (75.45% Always+ 20.36% Usually) as were the direct service staff; 94.61% (73.05% Always+ 21.56% Usually). RSI greatly values respectful treatment of our clients and their team members; therefore, we are proud of these results. We also want to see that our services have a positive impact, which is what we observed when 94.01% (73.05% Very Much+ 20.96% Somewhat) of respondents indicated that the services and supports that RSI provides helped improve (or maintain) their quality of life.

Areas Needing Improvement:

The following areas were rated lowest in this survey with a combined percentage using the highest tier of responses (“Excellent and Good, Always and Usually, Very much and Somewhat”).

Surveys indicated that RSI more often than not, provided the services and supports promised (79.64% - 46.71% Always+ 32.93% Usually) however, this number is the lowest rated in our survey. In addition the satisfaction level in this area decreased by 8 percentage points relative to last year. As indicated above under strengths, when we did provide the services promised, the client experienced

an improved (or maintained) quality of life. We also need to focus on improving our overall rating of RSI as the service provider; 82.03% (53.89% Excellent + 28.14% Good). We also saw a decrease in satisfaction this year by 5 percentage points in this area although there were nearly 13% of respondents that did not answer this question, likely due to the placement of the question on the questionnaire. The third lowest rating (88.62% - 74.85% Always + 13.87% Usually) is in the area of treating clients with respect for their culture, spirituality, and values yet, nearly 3 out of 4 respondents felt that we always respected their culture, spirituality and values.

“HOUSING” SURVEY RESULTS

Surveys were sent to 345 clients and their team members. Of the 345, 139 were returned for a response rate of 40.29%. This is a decrease in response rate from the previous year, which was 44%. There is no clear reason as to why the number of respondents had decreased. Survey questions are focused on the following: accessibility of the home and surrounding area, satisfaction with housemates, appearance and maintenance of household; and overall satisfaction with RSI as a housing provider.

Strengths:

The areas identified below were rated highest in this survey, with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat).

In 2007 respondents felt a little less favorable toward RSI as a housing provider than in the previous year. All survey areas showed a drop in ratings with the exception of the home being well maintained. The ratings differed by 2 to 18 percentage points.

Survey recipients felt that the the interior of their home was accessible to them; 90.15% (75.76% Very Much + 14.39% Somewhat) and that they are able to access services, stores, and transportation from their home when needed; 88.64% (59.09% Very Much + 29.55% Somewhat). Tied with a well maintained home (87.12% - 53.79% Always + 33.33% Usually), cleanliness of the home rated 87.12% (40.91% Excellent + 46.21% Good).

Areas Needing Improvement:

The following areas were rated lowest in this survey with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat):

Surveys indicated that clients are satisfied with the people with whom they share their home 53.03% (34.09% Very Much + 18.94% Somewhat) of the time. RSI attempts to match the people as best as possible however, we need to take a look at our process to identify if there are pieces that we can focus our attention more closely. The quality of food was rated low again (66.67% - 28.79% Excellent + 37.88% Good) as it was the previous year. Parking availability at the person's home was also seen less favorably this year; 68.18 (31.06 Excellent + 37.12% Good).